

**15 September 2023**

**BSE Limited,**  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Mumbai – 400 001  
**Scrip Code: 500870**

**National Stock Exchange of India Limited,**  
Exchange Plaza, Bandra Kurla Complex,  
Bandra East, Mumbai – 400 051  
**Scrip Symbol: CASTROLIND**

Dear Sir/Madam,

**Sub.: Intimation regarding Online Dispute Resolution**

Pursuant to SEBI circulars dated 31 July 2023 and 4 August 2023 on Online Dispute Resolution (“ODR”), SEBI has established a common ODR for investor grievances. The link of the ODR portal and aforesaid circulars is updated on the website of the Company and is as below:

SEBI Circulars on ODR: [https://www.castrol.com/content/dam/castrol/country-sites-new/en\\_in/india/home/documents/investors/sebi-circular-on-online-dispute-resolution-31-july-2023-and-4-august-2023.pdf](https://www.castrol.com/content/dam/castrol/country-sites-new/en_in/india/home/documents/investors/sebi-circular-on-online-dispute-resolution-31-july-2023-and-4-august-2023.pdf)

ODR Portal: <https://smartodr.in/login>

Request you to take the above on record.

Thank you.

Yours faithfully,  
For **Castrol India Limited**

**Hemangi Ghag**  
**Company Secretary & Compliance Officer**

**Registered address:**

**Castrol India Limited**

CIN: L23200MH1979PLC021359

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